

Longwood Management Corporation

Commitment To Excellence

May 11, 2015

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SAMPLE A SAMPLE



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ANYTOWN, US 12345-6789



Dear Sample A Sample:

Longwood Management ("Longwood") is writing to provide notice of a recent incident that may affect the security of your personally identifiable information. Longwood is unaware of any actual or attempted misuse of your information, but is providing notice of this incident to you so that you may take steps to protect against identity theft and fraud should you feel it is appropriate to do so.

What happened? On February 11, 2015, a Longwood employee's vehicle was burglarized. During the burglary, a password-protected laptop we issued to this employee was stolen. The employee immediately reported the burglary to local law enforcement and to Longwood. Longwood immediately launched an investigation into the incident, including both the security of the laptop and the type of information that may have been stored on or accessible by the laptop, at the time of the theft. We retained independent, third-party forensic investigators to assist in our investigation into this incident. Their investigation, and the investigation of law enforcement, is ongoing. On April 28, 2015, we learned that encryption software was deployed on the laptop at the time of the theft, but that the encryption may not have been sufficient to prevent access by someone with the knowledge or skills to exploit vulnerabilities. Through our ongoing investigation, we identified a file containing your name, Social Security number, position, and facility location was stored locally on the laptop at the time of the theft.

What we are doing. We continue to investigate this incident, and will continue to cooperate with law enforcement's investigation into this incident. We are reviewing our policies and procedures regarding the storage of personal information and security of mobile devices. We are reporting this incident to certain state regulators. We are also providing notice of this incident to you, and offering you access to a complimentary one-year membership to Experian's ProtectMyID Elite credit monitoring and identity restoration product. Instructions on how to enroll and receive these services are included in the attached Notice of Privacy Safeguards.

What you can do. You can review the enclosed Notice of Privacy Safeguards, which includes helpful information on protecting against identity theft and fraud. You can also enroll to receive the free year of credit monitoring and identity restoration services we are offering to you. Should you have any questions about the contents of this letter, enrollment in the Experian product, or ways you can protect yourself from identity theft or fraud, please call our confidential privacy line between 6:00 a.m. to 4:00 p.m. P.S.T. (Closed on U.S. observed holidays.), Monday through Friday, at (877)215-8731. Please use reference number 2423042915 when calling.

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(OVER PLEASE)

The security of information in our care is of the utmost concern to us, and we are very sorry for any inconvenience and concern this incident may cause you.

Sincerely,

A handwritten signature in black ink, reading "Patrice J. Seyler". The signature is written in a cursive, flowing style with a large initial 'P'.

Patrice Seyler
Director of Human Resources,
Longwood Management Corp.

NOTICE OF PRIVACY SAFEGUARDS

To help protect your identity, we have engaged Experian®, the largest credit bureau in the United States, to offer you complimentary Fraud Resolution and identity protection for one year.

If you are a victim of fraud, simply call Experian at (866) 751-1324 by May 7, 2016 and a dedicated Identity Theft Resolution agent will help you restore your identity. Please provide the engagement number in this letter as proof of eligibility.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID Elite. This product provides you with superior identity protection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

1. ENROLL by: May 7, 2016.
2. VISIT www.protectmyid.com/protect.
3. PROVIDE your activation code: ABCDEFGHI.

If you have questions or need an alternative to enrolling online, please call (866) 751-1324 and provide Engagement #: PC93996.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you initiate ProtectMyID:

- Experian credit report. See what information is associated with your credit file.
- Active Surveillance Alerts. Monitors the Experian file for indicators of fraud.
- Internet Scan. Alerts you if your information is found on sites containing compromised data.
- Address Change Alerts. Alerts you of changes to your mailing address.
- Fraud Resolution. Identity Theft Resolution agents are immediately available to help you address credit and non-credit card related fraud.
- ExtendCARE. You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- \$1 Million Identity Theft Insurance*. Provides coverage for certain costs and unauthorized electronic fund transfer.
- Lost Wallet Protection. Get help replacing credit, debit, and medical insurance cards.

Integrate your ProtectMyID membership with the BillGuard app for FREE and receive:

- Card Fraud Monitoring. Alerts you when your credit/debit cards are used.
- Card Concierge. Resolve billing inquiries and disputes with merchants.

If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (866) 751-1324.

*Identity theft insurance is underwritten by insurance subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions or exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, review your account statements, and monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, (877) 322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed above.

You can also further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. For North Carolina residents can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, www.ncdoj.gov. For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, www.oag.state.md.us. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at 600 Pennsylvania Avenue, NW, Washington, DC, 20580, www.ftc.gov/idtheft, (877) ID-THEFT (877-438-4338); TTY: (866) 653-4261. Instances of known or suspected identity theft or fraud should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state’s Attorney General.